



On Site Service Specialist

POSITION PROFILE

Ricoh is currently looking for career-oriented individuals to help provide entry-level office support services within our customer locations. The On-Site Customer Service Specialist's primary focus is building relationships with customers while providing important office support. In this position you will be responsible for providing copy/print services, mail services, shipping and other office related tasks. To help you thrive, Ricoh provides an award-winning training program, an excellent support structure and a comprehensive benefits package.

JOB DUTIES AND RESPONSIBILITIES

- Runs high volume copy machines and performs binding and finishing work.
- Ensures convenience copiers are working properly, checking for quality via daily inspections. Clears paper jams and informs technicians of specific problems.
- Performs all repair service on customer copier equipment.
- Maintains records for management reports and inventories of supplies needed.
- Distributes office supplies, fax transmissions and mail to company personnel and/or designated drop-off points as required.
- Calculates charges for jobs performed and maintains some billing logs.
- Responds to and coordinates all service calls required by customer.
- May perform filing duties in conjunction with specific customer requests.

QUALIFICATIONS (Education, Experience, and Certifications)

- The ideal candidate will have basic Microsoft Office skills, a High School Diploma or equivalent experience.
- Exceptional customer service skills are a must!
- Related copy/mail/clerical experience is preferred.
- Must be able to lift up to 50 lbs.
- Must be able to work independently with little supervision
- Overtime will be required at times
- Must be able to stand for the majority of the shift if necessary

If you want to demonstrate and develop your talents, Ricoh offers an excellent career path and the chance to work with a dynamic team and company! For immediate consideration, please apply online.

For more information contact kelly.french@adp.com or dial me directly at 949-715-3792

Ricoh is an EEO/Affirmative Action Employer -- M/F/Disability/Veteran